

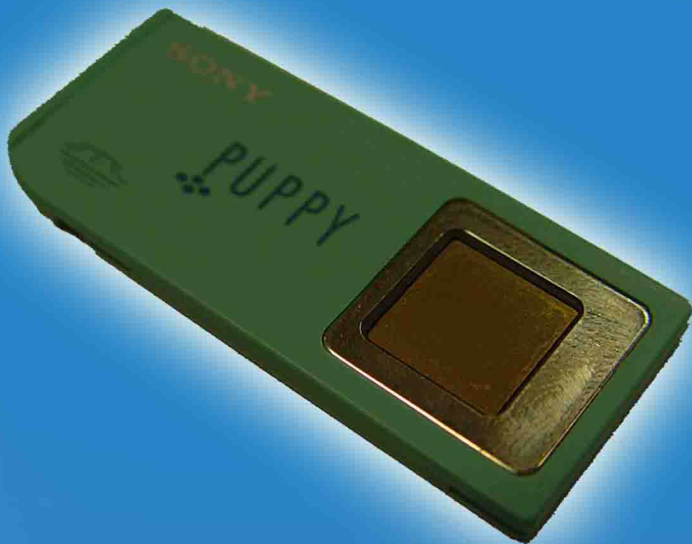
# SONY®



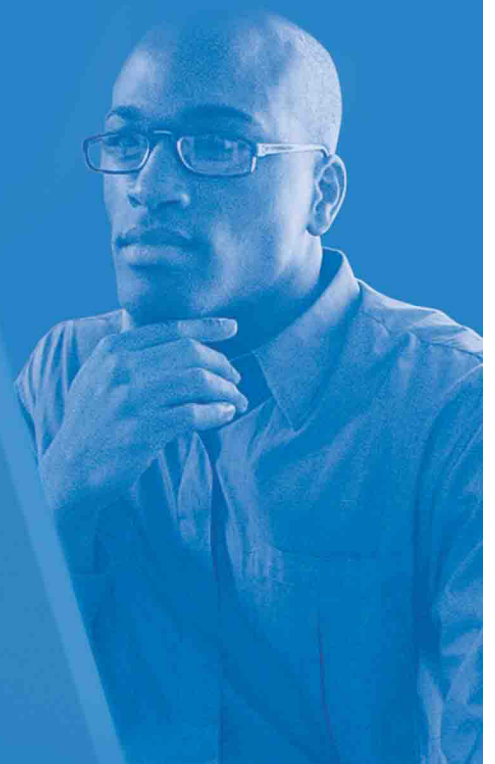
# PUPPY®



Fingerprint Identity Device



# *Manual*



# **Training Your Puppy<sup>®</sup> Unit**

**A Guide to Installing and Using Your Sony FIU-900  
Fingerprint Identity Token with I/O Software's  
SecureSuite<sup>®</sup> XS Workstation Software**



**SecureSuite<sup>™</sup> XS**  
Advanced Authentication Software



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Park Ridge, NJ 07656

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This product may have a possibility (of less than 0.1% according to our measurements) of granting access to persons other than those who have registered their fingerprints. In no event shall our corporation or our representatives be liable for any incidental, consequential, or special loss arising from granting an access to persons from other than those who have registered their fingerprints. In no event shall our corporation or our representatives be liable for any incidental, consequential or special loss arising from any use, defect, malfunction, or fault of this product.

When sending the fingerprint data via a communication line or storing such data in a computer, sufficient security control is required to avoid abuse of the data.

## Introduction

Thanks for purchasing (shall we say adopting?) a Sony Puppy® fingerprint identity token. We think you'll find it to be easy-to-use and a convenient tool in your day-to-day interactions with your computer. Just think...you won't need to worry about passwords any more! And you can be assured that your fingerprints are protected, as they are being matched and processed on the fingerprint unit sitting on your desk.

This handy guide will assist you in setting up, using, and maintaining your Puppy unit to obtain the best results. Note that this guide is set up in several sections:

- *Section 1: You and Your Puppy Fingerprint Identity Token* provides general advice for using the Puppy unit, including connection and finger placement.
- *Section 2: Installing the Software* is a step-by-step walkthrough for SecureSuite® XS Workstation installation.
- *Section 3: Enrolling Your Fingerprints on the Puppy Device* discusses the registration of your fingerprints, as well as specific usage, settings, and troubleshooting for the Puppy unit.
- *Section 4: Using SecureSuite XS Workstation* shows you how to easily logon to your PC, replace your passwords, and control access to your PC and applications.
- *Section 5: Uninstalling the Puppy Device and SecureSuite XS Workstation Software* describes how to remove the software and hardware from your PC.
- *Section 6: Release Notes* covers specific limitations or issues imposed by the Puppy device and associated software.
- *Section 7: Frequently Asked Questions (FAQ)* lists a number of common questions and answers regarding installation and use of the FIU-900 device and SecureSuite XS Workstation software.
- *Section 8: Who to Contact?* provides contact information and websites for additional information, technical support, and software updates.

Throughout this guide, you will see text and headings in **blue**. This indicates an important notice that you will need to pay special attention to.

For specific questions regarding advanced settings and configuration of the SecureSuite XS Workstation software package, please be sure to refer to the **SecureSuite XS Workstation Guide** on the enclosed CD.\*

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\* This guide and the **SecureSuite XS Workstation Guide** are provided in Adobe® Acrobat® format on the CD. If you do not already have the Adobe Acrobat® Reader® application installed, you can download the free Acrobat Reader at [www.adobe.com](http://www.adobe.com).

## Section 1: You and Your Puppy® Fingerprint Identity Token

If you follow some general guidelines, you will be quite happy with the performance and capabilities of your Puppy unit.

### The Unit

Following in the footsteps of the award-winning FIU-710 fingerprint identity token, Sony's new FIU-900 product includes all the innovative features of its predecessor in an exciting Memory Stick™ media form factor. Just like the FIU-710 product, the new FIU-900 fingerprint unit scans, matches, and stores fingerprints internally, completely independent of a PC or network server. The FIU-900 device also features a number of enhancements over the FIU-710 model, including a 128 x 128-pixel fingerprint sensor, improved verification accuracy of fingerprints (even when deformed by pressure on the reading element or scratched), and a faster verification speed.



**The FIU-900 was designed specifically for use with the new MSAC-US20 Memory Stick USB reader/writer or MSAC-US70 Memory Stick USB reader/writer mouse (both shown at left), and will not work with other Memory Stick slots, such as those on Sony VAIO™ PCs or Clie® PDAs.**

The fingerprint sensor is the silver/gold square on one end of the unit. The Puppy device offers robust fingerprint imaging technology based on a technique known as capacitance, which digitally reads the fingerprint without leaving ink residue on your finger. Capacitance sensors cannot be fooled by paper copies and do not require cleaning.

### Connections



Sony's Memory Stick media adapters connect to your Windows® 2000/XP operating system-equipped PC with a USB connector. **During installation of the adapter, connect it directly to your PC's USB port.** The Puppy units will not be recognized if connected to a USB hub, and your PC may become unstable.

A USB extension cord is perfectly acceptable for use.

Please follow the instructions provided with your Memory Stick™ adapter to insert and remove your FIU-900 unit correctly. So that you can use other Memory Stick media, and retrieve files, pictures, or music, you may remove the actual FIU-900 fingerprint identity token at any time, though we recommend that you do not unplug it when it is required for a fingerprint check: you could cause an error. If this occurs, simply re-insert the device and provide your fingerprint as requested. **Never remove your Puppy® unit during fingerprint enrollment.**

## Fingerprints

Puppy units use highly robust sensing technology to take images of your fingerprints. However, there are instances where the units may have some difficulty reading your fingerprint. Here are some things you can do to avoid this situation!

1. The Puppy unit reads the patterns of ridges and valleys on the portion of your finger between the tip and the first bend in your finger. Do not simply put the tip of your finger on the sensor and hope for the unit to detect it! And don't turn your finger to the right or the left, or place it upside down... use the finger guide on the adapter to judge correct finger placement. **Move or slide the cover up first, and then place your finger flat and comfortably resting entirely on the sensor surface, so that it touches the metal plate around the sensor itself. Your finger should fit within the finger guide on the adapter.** See the images on this page for reference.
2. Be comfortable! Don't try to use a finger that causes your hand to be at an uncomfortable angle to your desktop. **Enroll and use the finger that's most convenient and most comfortable.**
3. **Always be sure to register at least two fingers when setting up a user.** This way, if you've hurt your finger and have a bandage on it, you still have a 'backup' finger.



4. **During enrollment (registration), do your best to provide consistent finger placement: THIS IS CRITICAL.** Good enrollment enables the unit to provide the best matching possible during your daily use of the device, and thus this process is one of the most important steps in setting up your Puppy unit. Don't rush it!
5. If you typically have dry skin, the Puppy unit may have difficulty reading your finger. Try touching your finger to your forehead or the side of your nose and then placing your finger on the unit. The oils

will help the sensor to correctly read the ridges and valleys of your fingerprint.

6. If you typically have very moist skin or tend to perspire a lot, the Puppy® unit may have difficulty reading your finger. Try rubbing your finger on your slacks or sleeve and then place your finger on the unit.

## Section 2: Installing the Software

### Minimum System Requirements for I/O Software's SecureSuite® XS Workstation Authentication Software

- Microsoft® Windows® 2000 SP1 *or*
- Microsoft Windows XP Home Edition or Professional operating system
- Pentium® III-450 processor or equivalent
- 128 MB RAM
- 30 MB of free hard disk space
- Communication protocol, i.e. TCP/IP installed
- Microsoft Internet Explorer 4.x

### Installation

**IMPORTANT:** You must be an administrator or have administrative rights on your computer in order to install the SecureSuite XS Workstation software.

**IMPORTANT:** If you logon to a domain and are a domain user, SecureSuite XS Workstation will not allow you to logon using the Puppy® device without SecureSuite XS Server present on the domain (you can still logon with a password). In order to use this software, you will need to have a local machine account.

**IMPORTANT:** Prior to running the installer, please verify that you have at least one network client installed on the target system. If you are able to access the Internet or a network, you have a network client. This can be verified by viewing the properties of any available connection in **Network Neighborhood** or **My Network Places** by right-clicking the connection icon and selecting **Properties**. You should see **Client for Microsoft Networks** (or something similar).\*

Before installing SecureSuite XS Workstation, close all applications and **turn off your virus scanning and detection software**.

1. Complete the installation process for your Memory Stick™ media adapter (MSAC-US20 or MSAC-US70) according to the directions included with those devices. **Do not insert the FIU-900 Puppy unit until prompted in Step 5.**
2. Insert the SecureSuite XS Workstation CD into your CD-ROM drive. Wait for the installation to start automatically.
3. If the software does not auto-initiate:
  - Select **Start** from the taskbar and then click **Run**.

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\* If the **Client** is not present, click the **Install** or **Add** button, then select **Client** and press **OK**. The list of available clients will then be available. We highly recommend that you select **Client for Microsoft Networks**. If no connection is available or established, please contact Sony or your administrator.



- Type **D:\Setup.exe** (where D is the drive letter for your CD-ROM drive or other source media) and follow the onscreen instructions to begin the installation process.
4. Follow the onscreen prompts. When the installation program asks for your Product License Key, enter the code printed on the label attached to the CD envelope.
  5. Insert your FIU-900 Puppy® unit when prompted to do so. If you are installing this product on Windows® XP, you may encounter warnings during the installation of the SCAPI software as well as the FIU-900 hardware (see dialog boxes to the right); simply click **Continue Anyway** when you see these dialogs.
  6. Restart your computer when prompted. Note that it may take several minutes at this first restart for the software to finish the installation process. Your screen may look blank, though your mouse cursor will be able to move. **Do not shut off your computer. Please wait for the logon prompt to appear.**

You will enroll your fingerprints after restart; please read Section 3 for more details.



## Section 3: Enrolling Your Fingerprints on the Puppy® Device

### SecureSuite® XS Workstation and the FIU-900 Puppy Unit

The FIU-900 fingerprint identity token scans, stores, and matches fingerprints on-board the device. This means that the Puppy unit is tied to the users that are enrolled within it. Each FIU-900 device can hold a limited number of fingerprints (a family or small workgroup, for example), or alternatively, each device can be assigned to an individual user. You can transport the unit between SecureSuite XS Workstation-enabled client PCs in a client/server environment *only*. For more on this, please refer to the SecureSuite XS Server Guide and documentation.

#### First-time Enrollment

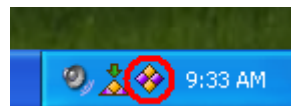
**IMPORTANT: Only five distinct users can use their fingerprints to access the PC.** These fingerprint users can enroll as many fingerprints as they wish. However, other users on the PC will need to use a password-only logon.\*

**When you are setting up a new user, you must enter a password for the user, even if the user will not use the password method, as Windows® interprets this user account as not requiring security.** If you are working with an existing user, you will probably already have a password, and will not need to enter a new one.

**Also, when creating a new user, be sure not to set ‘Need to Change Password at Next Logon’ and then choose only fingerprint authentication for that user (no password).** This will cause an error and may result in Windows becoming inoperable. Set the former command first, and then, once the new password is set, make the user a fingerprint-only user (see step 9 below).

To enroll a user with the FIU-900 fingerprint identity token:

1. On your first restart after installing SecureSuiteXS Workstation, depending on your operating system, you will see the following:

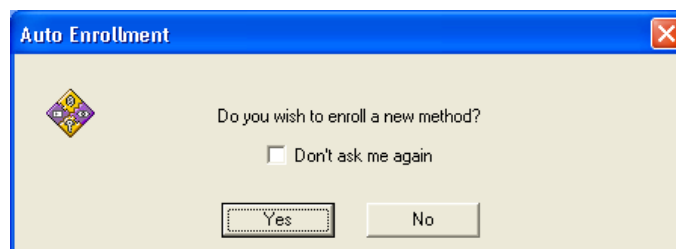


\* Additional user licenses are available. Contact Sony for more details.

- If you are an administrator, you will see a dialog box containing a **Manage Users** tab. You can click on the **Manage Users** button, or from the **Start** menu, select **Programs, SecureSuite**, and click **SecureSuite User Manager**, or right-click **SecureSuite icon** on the system tray and click **SecureSuite User Manager**. Start with Step 2.

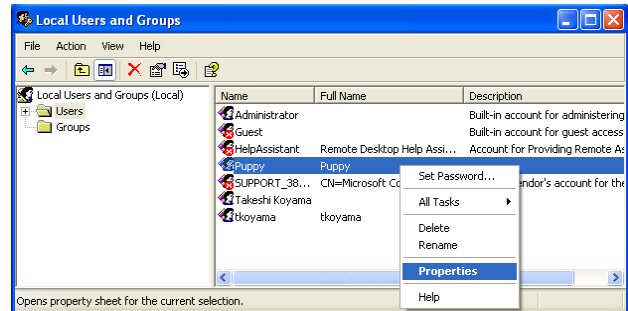


- If you are not an administrator, you will see a dialog box containing a **My SecureSuite Settings** tab. You can click on this button, or from the **Start** menu, select **Programs, SecureSuite**, and click **My SecureSuite Settings**, or right-click **SecureSuite icon** on the system tray and click **My SecureSuite Settings**. Go to Step 3.

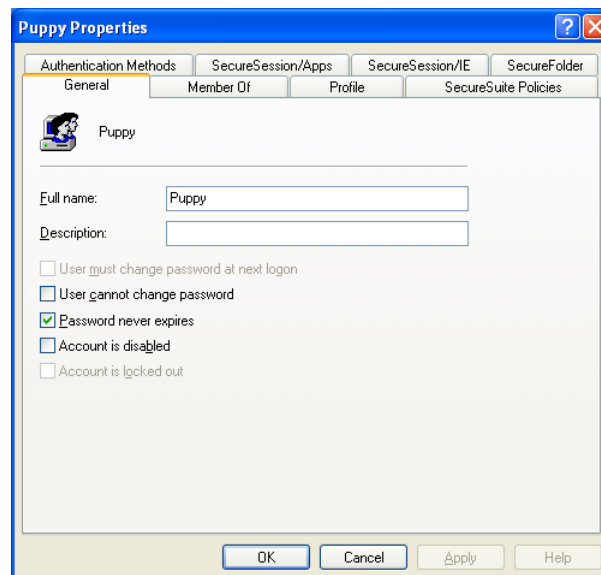


- If you are running a Windows® XP Home Edition system, you will be prompted with an **Auto-Enroll** dialog box, asking if you would like to add a new method. Click **OK**, and then follow the directions below in Step 3.

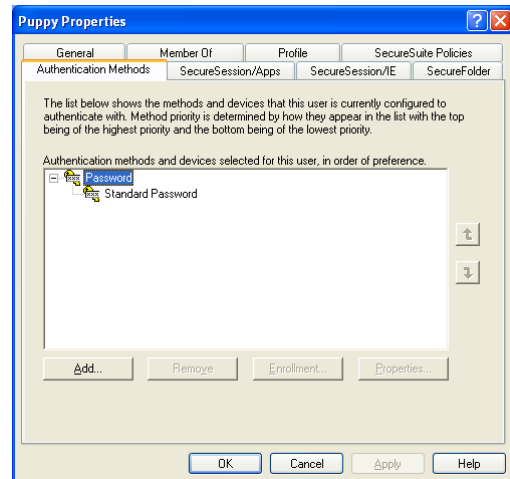
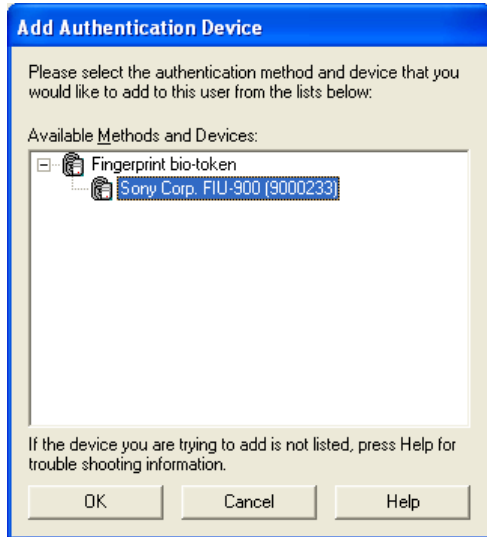
2. Select the user account to which you wish to assign the fingerprint authentication method. If you are working on a Windows® 2000 or XP Professional system, select **Properties** from the **Action** menu. For Windows XP Home systems, select **Properties** from the **User** menu.



3. If you are a SecureSuite® XS Workstation system administrator, type your username and password when the **SecureSuite Authentication** dialog appears. If you're not the administrator, simply enter your username and password. The **Properties** dialog appears.

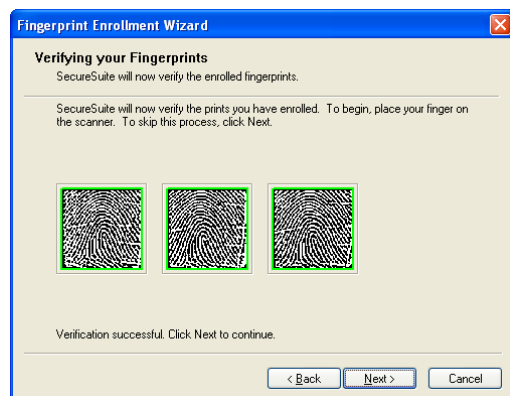
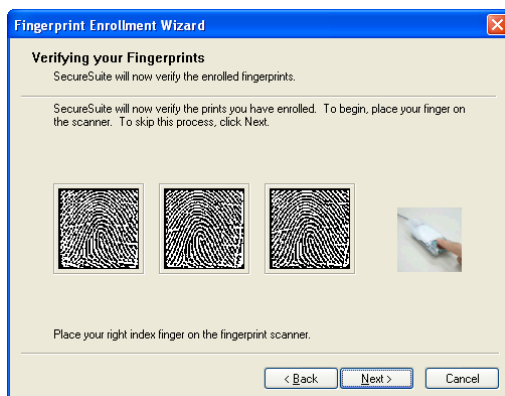


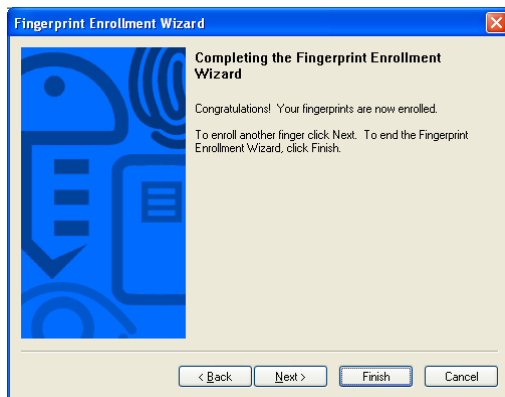
4. Select the **Authentication Methods** tab and click the **Add** button. The **Add Authentication Device** dialog appears.



5. Select your FIU-900 fingerprint device from the **Available Methods and Devices** list. Note that the number in parentheses should match the serial number on the bottom of your unit. Click **OK**.

6. When the **Fingerprint Enrollment Wizard** appears, click **Next**. Select a fingerprint to enroll by clicking its image with your mouse, and click **Next**.
7. Scan your fingerprint four times (the default number). The first three times enroll your fingerprint, and the fourth verifies that the fingerprints sufficiently match for later use in the verification process. Click **Next**.





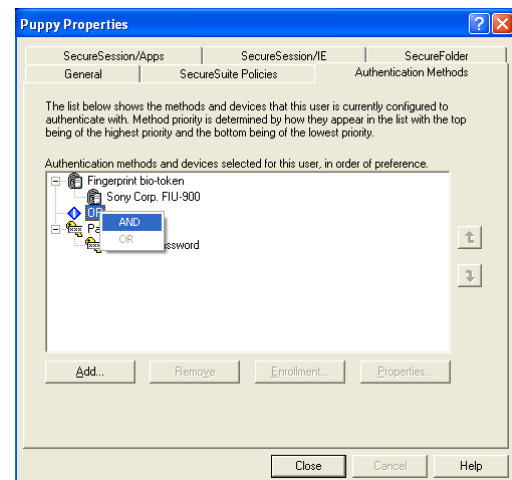
8. At this point we recommend you click **Next**, to enroll another finger. Repeat steps 6-7.

9. Click **Finish**. The **Properties** dialog appears.

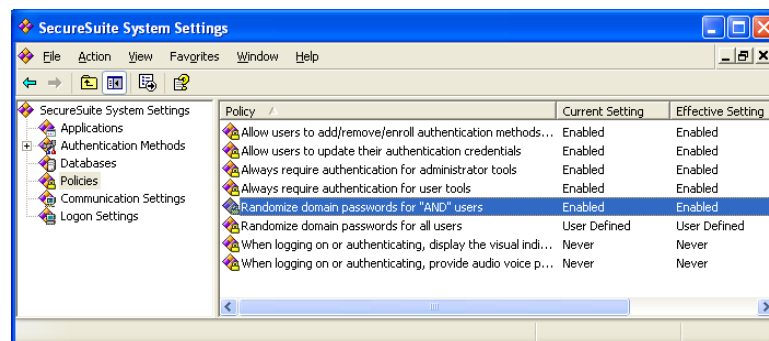
- Use the **Add** button to add an additional method of authentication.
- Use the **Remove** button to delete an enrolled method of authentication.

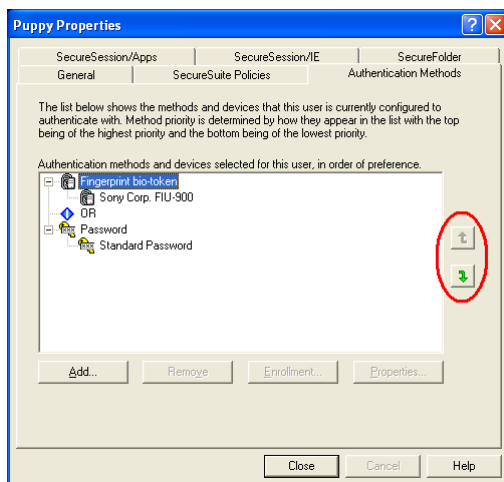
10. If more than one method has been added, a method priority icon will appear between each pair of devices in the **Current Methods and Devices** list view in the **Authentication Methods** tab of this user's **Properties** dialog. This icon specifies the relationship between this user's authentication devices. Right-click this icon to choose one of the two following relationships:

- Select **AND** to require the user to authenticate with all enrolled methods of verification.
- Select **OR** to allow the user to choose any one method of verification each time they authenticate.



If you choose **AND**, note that this will by default randomize your password. If SecureSuite® XS Workstation software is uninstalled, your password will need to be reset by an administrator. This setting can only be changed within SecureSuite System Settings (see image below) by an administrator.





11. To specify a method that the user will be prompted to use first when authenticating, select the method and use the green method priority arrows on the right side of the **Authentication Methods** tab of the **Properties** dialog to move the desired method to the top of the list. This does not force the user to use this authentication method or prevent them from using other methods.
12. Click **OK** when finished.

## Section 4: Using SecureSuite® XS Workstation

This section provides you with the basic tools needed to use your Puppy® device with I/O Software's SecureSuite XS Workstation software to logon to your PC, replace passwords in applications and Microsoft Internet Explorer, and secure your files from prying eyes. Advanced settings and configuration instructions are explained in the **SecureSuite XS Workstation Guide** on the enclosed CD.

**Important: If you are concerned about losing your passwords in the event your computer or hard drive crashes, it might be a good idea to keep a copy of your passwords in a secure location.**

### SecureLogon™

Enhances the standard logon procedure for Windows® operating systems. Provide your credentials (e.g. password, fingerprint) when prompted at logon. Assuming you have enrolled correctly on the device following the steps in Section 3, you can log off and log back in with your fingerprint! This application also can lock your computer after a set amount of time or during the screensaver. Just be sure to set your screensaver to **Password protected**.

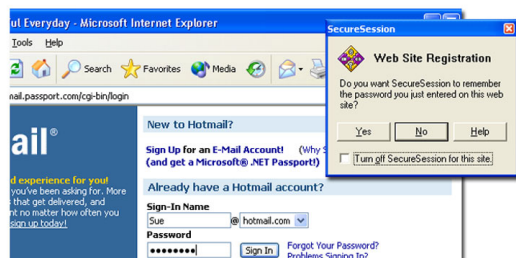
### SecureSession® for Applications

Stores passwords and other text based information for Windows applications and enters them when required. After entering the text click on the SecureSession for Applications system tray icon (circled) to register the dialog and follow the prompts.



### SecureSession™ for Internet Explorer

Stores authentication information for web sites and enters it for you. Once you identify yourself to the Puppy device, the software will automatically send your username and password, for example, to the web site. The SecureSession **Logon Helper** dialog will automatically appear when you *initially* submit the information for a web form, such as a username and password. **Register** the information and the Logon helper dialog will **prompt** you to identify yourself to submit the information with each subsequent visit to the registered web form. You can also click on the SecureSuite icon in the toolbar to access the SecureSession application.

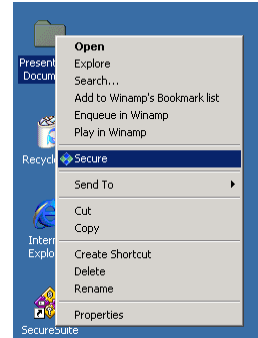




## SecureFolder®

Secures single files and folders.\* With a simple right-click on a folder you get the option to **Secure** or **Unsecure** it, allowing only the **authenticated user** to view its contents. To work with single files just "drag and drop" the files out of and back into a secured folder.

The first time you secure a file, you will be prompted to enter an Emergency Recovery Passphrase. This option allows you to type a password that can be used to access your encrypted file in the event the SecureFolder application is uninstalled or your user account is deleted. If you choose not to enter a password, you will have no recourse if the SecureFolder application is uninstalled, and you will lose your encrypted files and folders. More details on this can be found in Chapter 10 of the **SecureSuite XS Workstation Guide** on the enclosed CD.



## SecureLaunch™

Prevents unauthorized users from running Windows® applications. Lock applications that don't typically have security associated with them.

From the **Start** menu, select **Programs**, **SecureSuite**, and click **SecureSuite System Settings**, or right-click **SecureSuite icon** on the system tray and click **SecureSuite System Settings**. Select the **Applications** in the left pane, then **SecureLaunch**. Click **Add**, and browse for the appropriate **executable (.exe)** file. You must have administrative rights to access this feature.

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\* You cannot secure files or folders in the Windows or Program Files directories, as well as certain system configuration files, since modifying their contents can cause your programs to stop working correctly.

## **Section 5: Uninstalling the Puppy® Device and SecureSuite® XS Workstation Software**

**Important:** You must be logged in as an Administrator to uninstall the software.

**Important:** Unsecure any secured folders before you uninstall SecureSuite® XS Workstation; otherwise the data is permanently lost.

**Important:** Please turn off your screensaver or computer lock timer before uninstalling SecureSuite XS Workstation. If the screensaver activates during uninstallation, you may not be able to recover your computer.

There are two procedures for uninstalling the SecureSuite XS Workstation software and FIU-900 Puppy® fingerprint identity token. The first is a simple, software-only procedure, while the second allows you to reset your FIU-900 unit to erase any remaining SecureSuite XS Workstation-related data on the device. This latter option is useful if the Puppy device will be used on a separate, new user's computer.

### **Procedure #1**

1. Logon as a user with Administrator privileges.
2. Click **Start** from the taskbar, select **Settings**, click on **Control Panel**, and double-click the **Add/Remove Programs** icon.
3. Select **SecureSuite XS Workstation** from the list of installed programs.
4. Windows® 2000: Click the **Change/Remove** button. Windows XP: Click the **Remove** button.
5. Windows 2000: Select the **Remove** option from the installation options provided. Click **Next** and **Finish** until prompted to restart your computer. Windows XP: Click **Yes** when asked if you would like to uninstall SecureSuite XS Workstation.
6. Restart your computer when prompted.
7. **If you are *not* using any other software applications with the FIU-900 unit, you may proceed with steps 8-13. If you will still be using the Puppy device for another application, stop here.**
8. Click **Start** from the taskbar, select **Settings**, click on **Control Panel**, and double-click the **Add/Remove Programs** icon.
9. Select **Puppy (FIU-710/900) API** from the list of installed programs.
10. Windows® 2000: Click the **Change/Remove** button. Windows XP: Click the **Remove** button.
11. Windows 2000: Select the **Remove** option from the installation options provided. Click **Next** and **Finish** until prompted to restart your computer. Windows XP: Click **Yes** when asked if you would like to uninstall Puppy (FIU-710/900) API.
12. You will be asked to delete some shared file(s). You may delete these files.
13. Restart your computer.

## Procedure #2

1. Logon as a user with Administrator privileges.
2. Open **SecureSuite System Settings** by right-clicking on the **SecureSuite** icon in the system tray.
3. Click on Authentication Methods in the left pane, and then in the **BioToken** category, right-click on **FIU-900**.
4. Choose **Properties** from the right-click menu.
5. Click **Reset Device** in the dialog box that appears.
6. Close **SecureSuite System Settings**.
7. Click **Start** from the taskbar, select **Settings**, click on **Control Panel**, and double-click the **Add/Remove Programs** icon.
8. Select **SecureSuite XS Workstation** from the list of installed programs.
9. Windows® 2000: Click the **Change/Remove** button. Windows XP: Click the **Remove** button.
10. Windows 2000: Select the **Remove** option from the installation options provided. Click **Next** and **Finish** until prompted to restart your computer. Windows XP: Click **Yes** when asked if you would like to uninstall SecureSuite XS Workstation.
11. Restart your computer when prompted.
12. If you are *not* using any other software applications with the FIU-900 unit, you may proceed with steps 13-18. If you will still be using the Puppy device for another application, stop here.
13. Click **Start** from the taskbar, select **Settings**, click on **Control Panel**, and double-click the **Add/Remove Programs** icon.
14. Select **Puppy (FIU-710/900) API** from the list of installed programs.
15. Windows® 2000: Click the **Change/Remove** button. Windows XP: Click the **Remove** button.
16. Windows 2000: Select the **Remove** option from the installation options provided. Click **Next** and **Finish** until prompted to restart your computer. Windows XP: Click **Yes** when asked if you would like to uninstall Puppy (FIU-710/900) API.
17. You will be asked to delete some shared file(s). You may delete these files.
18. Restart your computer.

## **Section 6: Release Notes**

- SecureSuite® XS Workstation 4.01 does not support Remote Desktop functionality at this time.
- After recovery from hibernation or standby mode, the FIU-900 Puppy® unit might not be recognized. If this occurs, please click **Cancel** or **OK** and unplug the device. Wait a few seconds, plug the Puppy unit back in, wait five seconds, and then try the process again. If the device is still not recognized, authenticate with an alternate method (i.e.: password), if available, or restart the computer.

## **Section 7: Frequently Asked Questions (FAQ)**

### **How does the FIU-900 unit read my fingerprint?**

The Puppy® device offers robust fingerprint imaging technology based on a technique known as capacitance, which digitally reads the fingerprint without leaving ink residue on your finger. Capacitance sensors cannot be fooled by paper copies and do not require cleaning.

### **How do I use the PKI functions of the FIU-900 Puppy device?**

The FIU-900 unit features built-in advanced PKI encryption and digital signature functions, but currently these functions are not explicitly available for users within SecureSuite® XS Workstation. If you need to access the PKI functions for particular applications, or plan to use the FIU-900 with a dedicated PKI architecture, contact Sony; Sony will be producing an appropriate software utility in the near future.

### **Do I need to clean the device?**

No, the Puppy unit does not require regular cleaning. However, if you notice debris (dust, etc.) collecting in the corners of the sensor area, you can clean the sensor with a dry tissue or cloth.

### **Why does my computer freeze or crash when I plug in the Puppy unit?**

Be sure that you are connecting the Memory Stick™ media adapter directly to your PC's USB port.

### **When do I insert the FIU-900 unit during installation?**

You may plug in the device when prompted during the installation process of the SecureSuite XS Workstation software or after installation. Do not plug the device in before the prompt, as it may cause your installation to fail.

### **I plugged the FIU-900 in before the installation, but Windows® could not find the drivers, and now SecureSuite can't find the FIU-900. What do I do?**

Follow these steps:

1. Remove the FIU-900 unit and reboot your PC.
2. Go to **Start Menu, Settings, Control Panel, Add/Remove Programs**.
3. Find **SecureSuite** in the list of programs and click **Change**.
4. Select **Modify** from the list of options. Click **Next**.
5. In the Custom Installation dialog box, find **Authentication Methods** and be sure to check all the boxes for the FIU-900 method. Select **This feature will be installed on local hard drive**. Click **Next**, and then click **Install**.
6. Click **Finish** and let the computer reboot.

7. Close the **Add/Remove Programs** dialog box.
8. Insert the Puppy® unit and direct the device installation routine (if prompted) to the folder containing the “fiu900.inf” and “fiu900.sys” files.
9. Look in the **Start Menu, Settings, Control Panel, Device Manager**, under the **Ports (COM & LPT)** heading, for the FIU-900 series driver to be sure it has installed correctly.
10. Open **SecureSuite System Settings**. Double click on **Authentication Methods**. Right-click in the right pane and choose Add Method. The FIU-900 should now be an option.
11. Choose the FIU-900 and click OK.
12. You will now be able to add the device as an authentication method within the SecureSuite® XS Workstation software.

If this does not work, please uninstall the SecureSuite XS Workstation software completely, and reinstall the software, being sure to insert the FIU-900 unit only when prompted.

### **Why is the FIU-900 not reading my fingerprint when I try to enroll or use the device?**

Be sure...

- ...the FIU-900 unit is correctly inserted into the adapter and the adapter's cable is firmly plugged in to the adapter and the PC's USB port.
- ...that your fingerprint is correctly placed on the device (see Section 1).
- ...if your finger is too dry, to touch your finger to your forehead or the side of your nose and then place your finger on the unit. The oils will help the sensor to correctly read the ridges and valleys of your fingerprint.
- ...if your finger is too moist, to rub your finger on your slacks or sleeve and then place your finger on the unit.

### **I have a Windows® domain account, and the software will not allow me to use or enroll a fingerprint. What's wrong?**

If you logon to a domain and are a domain user, SecureSuite XS Workstation will not allow you to logon using the Puppy device without SecureSuite XS Server present on the domain (you can still logon with a password). In order to use this software, you will need to have a local machine account.

### **Why does my PC takes 5-10 minutes or longer to return to the logon prompt after I install SecureSuite XS Workstation and reboot?**

You probably forgot to turn off your virus detection software. Always be sure to disable anti-virus software before installation.

### **How can I enroll more than 5 distinct users on the FIU-900?**

SecureSuite XS Workstation ships with a license for 5 distinct users. In order to enable more users, please contact Sony.

**After enrolling a new user on my system, I notice that any finger (even the wrong one!) will allow me to access the PC. This is obviously not very secure...why is this happening??**

You did not enter a password when setting up the new user. Windows® interprets the lack of a password to mean that this user account does not require secure access. Enter a password for this user via the **User Properties** dialog box and this problem should be solved.

**I get an error when I verify my fingerprints after enrollment. One or more of the prints do not match. How can I prevent this from happening?**

You are not placing your finger consistently on the Puppy® unit. During enrollment be sure to place your finger in a similar fashion per the instructions in Section 1.

**Why is the choice of AND/OR settings so important during enrollment?**

If you choose to make your user account an AND user, you will be required to enter both a password and place your fingerprint before you can access your account. For security purposes your original Windows password is then randomized within the SecureSuite® XS Workstation architecture. If you uninstall the software, your Windows password will therefore be different than your original password, and an administrator will need to reset it. You can change this default setting by accessing the **SecureSuite System Settings** dialog box.

**I have successfully enrolled my username and password for a website with SecureSession® for Internet Explorer, but when I come back to the website, it's not prompting me to use my fingerprint. What's wrong?**

Sometimes, depending on your configuration, the prompt to use SecureSession will appear *behind* your current Internet Explorer window. Try to minimize your active window and see if the prompt appears.

**I uninstalled and reinstalled SecureSuite XS Workstation, and now I can't read the files I previously encrypted with SecureFolder®. Why?**

Unless you entered an Emergency Recovery Passphrase when you first used SecureFolder, there is no way to retrieve the files. If you are concerned with losing your files in the event of a catastrophic failure of your PC, be sure to enter a Passphrase when first using SecureFolder. See the **SecureSuite XS Workstation Guide** on the software CD for more information.

**Why do I need to turn off my screensaver before uninstalling the SecureSuite XS Workstation software?**

If the screensaver activates during uninstallation, the SecureSuite XS Workstation software may not allow you to leave the screensaver, thus causing the uninstallation to fail. In this event, your PC may not be recoverable, and you may need to reinstall Windows entirely. Always be sure to deactivate the screensaver before uninstallation.

**I just put my computer in standby mode and then took it out of standby mode. The SecureSuite® XS Workstation software does not recognize that the FIU-900 unit is plugged in. What do I do?**

After recovery from hibernation or standby mode, the FIU-900 Puppy® unit might not be recognized. If this occurs, please click **Cancel** or **OK** and unplug the device. Wait a few seconds, plug the Puppy unit back in, wait five seconds, and then try the process again. If the device is still not recognized, authenticate with an alternate method (i.e.: password), if available, or restart the computer.



## ***Section 8: Who to Contact?***

If you have any problems with your Puppy® unit or the SecureSuite® XS Workstation software, need more information on other Sony products, or have specific questions relating to your installation, please contact Sony via the information provided below.

- **Technical Support:** 866-347-7669 (toll free in the US)
- **Information, Software Updates:** [www.sony.com/puppy](http://www.sony.com/puppy)
- **Information:** 866-530-2963 (toll free in the US)